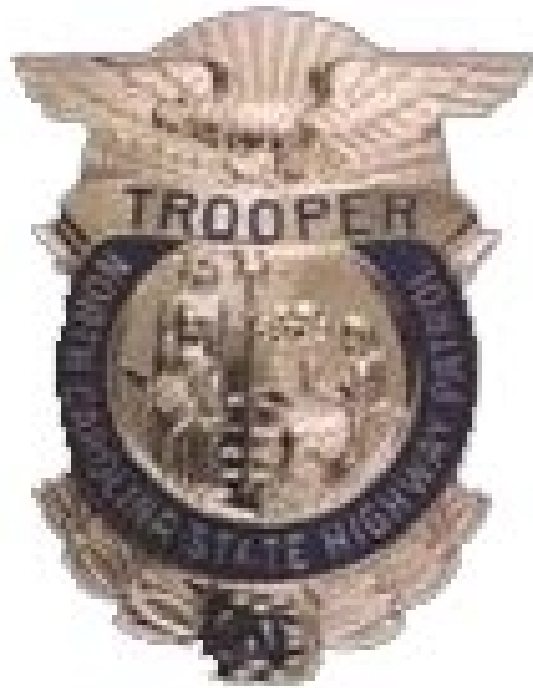


North Carolina Highway Patrol



A faint, light-colored Trooper badge is centered in the background. The badge is a five-pointed star with a central shield. The word "TROOPER" is visible across the middle of the shield. The points of the star contain various symbols, including a sunburst at the top and a laurel wreath at the bottom.

Mission

*To ensure safe, efficient
transportation on our streets
and highways, reduce crime
and respond to natural and
manmade disasters.*

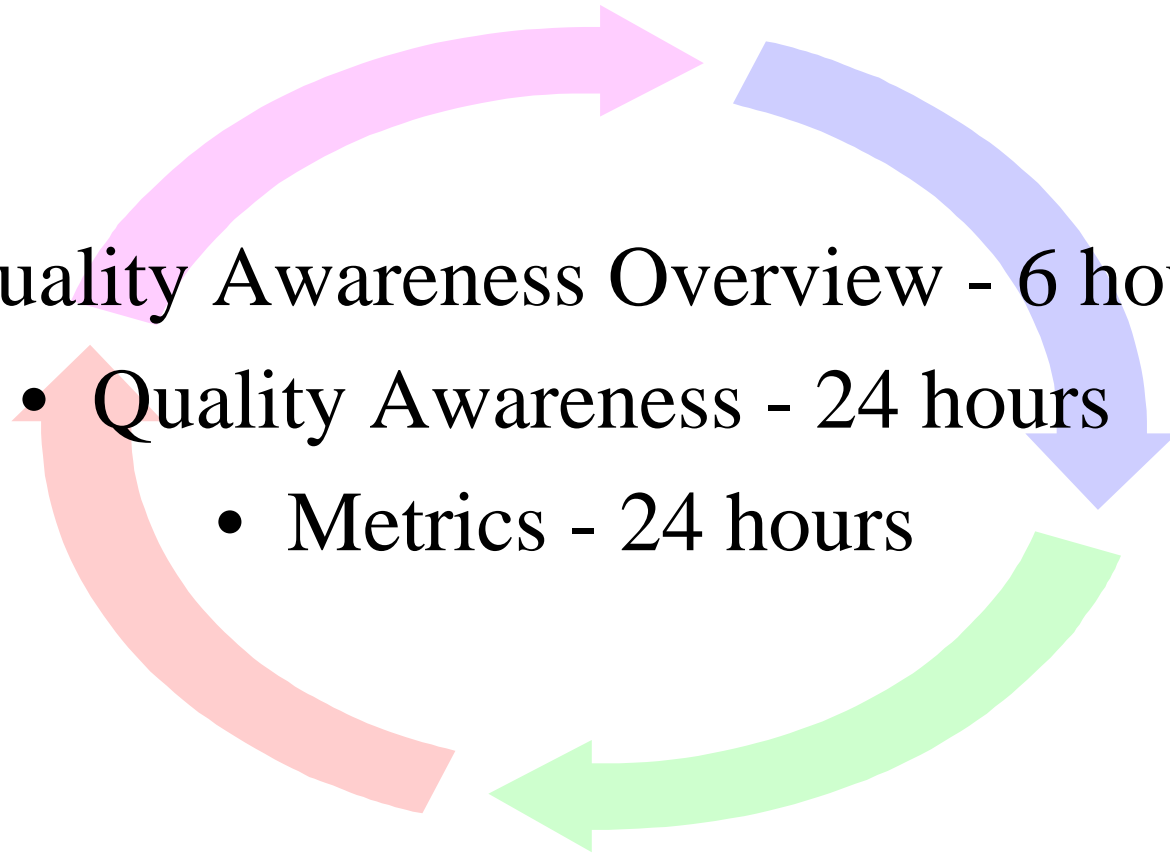
Statutory Responsibilities

- Patrol the highways of the state.
- Enforce the motor vehicle laws.
- Assist the motoring public.



Quality Training

- Quality Awareness Overview - 6 hours
 - Quality Awareness - 24 hours
 - Metrics - 24 hours



***“The value of measuring
outcomes verses outputs.”***

Troopers per NC Road Miles

- 89.7 Miles of Roadway per Trooper

Troopers per Registered Vehicle

- 6,000 Registered Vehicles per Trooper

Quality Management Board (QMB) Accomplishments

- Key & Critical Process Team
 - Identifying and prioritizing organizations processes.
- Evidence Team
 - Reviewing and making recommendations on how to uniformly store and preserve evidence.
- Collision Investigation Team
 - Improving the reporting process to ensure quality and uniformity. The team is currently developing a short form of the DMV-349 (accident form) for animal collisions.

Quality Management Board (QMB) Accomplishments

- Recognition and Awards Team
 - Reviewing and reworking the process to reward and recognize for quality practices.
- Forms & Reports Team
 - Reviewing all forms and reports, eliminating reports and improving others to increase efficiency and effectiveness.
 - Elimination of the third copy of the HP308 (Highway Patrol Warning Ticket). Estimated savings of approximately \$1,300.00 in yearly printing costs and 988 man/hours per year.

Quality Management Board (QMB) Accomplishments

- Forms & Reports Team (continued)
 - Elimination of the HP201A (Weekly Report of Daily Activity) saving supervisory and support personnel approximately 20 minutes per person per week in loss of time. This was a duplicative report for supervisory personnel that added no value to the organization.
 - Elimination of the Gasoline Voucher Ticket saving approximately \$18,000 in printing costs.

Quality Management Board (QMB) Accomplishments

- Forms & Reports Team (continued)
 - Revision of the HP721 (Patrol Vehicle incident and Collision Report) reducing the time for report completion approximately 75%.
- Implementing an updated employee suggestion program.

Using Statistical Data

- Decrease in (*SHP Investigated*) alcohol/drug related crashes in 1998 as compared to 1997
- Decrease in (*SHP Investigated*) crashes in 1998 as compared to 1997

The Burnsville, NC Experience

The Durham, NC Experience

- 29% Reduction in total crashes

The Pigeon River Gorge Experience Haywood County, NC

- 66% Reduction in crashes





- In the private sector the bottom line is financial.
- For the North Carolina State Highway Patrol, our bottom line is *saving lives.*